

Voca Conversational IVR

Cloud-Based & On-Premises
Applications

Version 9.1



Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: December-29-2021

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

Stay in the Loop with AudioCodes



Related Documentation

Document Name
Voca Administrator's Guide
Voca Installation Manual

Document Revision Record

LTRT	Description
29019	Initial document release for Version 9.1.



The latest software versions can be downloaded from AudioCodes' Services Portal (registered Customers only) at <https://services.audiocodes.com>.

Software Revision Record

Software Revision	Release Date
9.1	December 2021

Table of Contents

1 Introduction	1
Solution Overview	1
Voca for Microsoft Teams	2
Supported Languages	3
2 Version 9.1	4
What's new in Version 9.1	4
General	4
Resolved Constraint in Version 9.1	6

1 Introduction

This document describes the release of Version 9.1 for Voca Cloud-based and On-premises applications. This includes new features, known constraints, and resolved constraints.



Updates to this document may be made due to significant information discovered after the release or too late in the release cycle to be otherwise included in this release documentation. You can check for an updated document version on the AudioCodes website at <https://www.audiocodes.com/library/technical-documents>.

Solution Overview

AudioCodes Voca is designed for businesses looking to quickly and easily upgrade their calling experience, allowing callers to talk their way through the Interactive Voice Response (IVR) menu.

By combining Voice.AI and Voice Networking technologies, the Conversational IVR solution by AudioCodes, features advanced, enterprise-grade Conversational AI capabilities that instantly automate calling journeys for both customers and internal users by using simple, intuitive voice requests.

Voca is designed to understand and master custom organizational vocabularies, such as contact names, departments, job titles, product names, branches and services. All are typically exclusive to organizations and industries. With state-of-the-art Speech-to-text and Natural Language Understanding technologies from Microsoft, Voca provides a robust support for a variety of Conversational call-flows and use-cases.

AudioCodes Voca also comes with a rich set of IVR capabilities such as Attendant Transfer, Call Hunting, Call Queuing, reports and analytics, Voicemail and more, providing a powerful out-of-the-box Conversational IVR solution.

Together with a real-time, self-serve Web Management Interface, customizing and managing Voca is as easy as it gets. With no prior technical knowledge required, IT or otherwise, anyone in the organization can operate Voca.

The ready-made solution is General Data Protection Regulation (GDPR) compliant and available on the Cloud or On-Premises, offering rapid deployment from zero-to-service in just a few days.

Voca for Microsoft Teams

Voca is now available as a dedicated, native application for Microsoft Teams, available directly from the Microsoft Marketplace and AppSource. The application allows IT to manage its entire voice ecosystem, including IVRs, all under the Teams hood. The solution also offers multi-tenancy support, and full IVR reports and voice analytics.

Get the brand-new Voca app - **Voca Conversational IVR for Teams** - today by clicking [here](#) and then build your own Conversational IVR in less than 5 minutes!

Want to experience Voca and build Conversational IVRs outside of Teams? Take Voca for a test drive via the [Web](#) to get started!

Supported Languages

- English US
- English UK
- English (Australia)
- German (Germany)
- Spanish (Mexican/Multi-Dialect)
- Spanish (Spain Dialect)
- Spanish (US Dialect)
- French (France)
- Dutch (Netherlands)
- Portuguese (Brazil)
- Italian (Italy)
- Russian (Russia)
- Chinese (Mandarin/Simplified)
- Hebrew

Voca may support additional languages through Microsoft Azure Cognitive Services. For the full list of all supported languages by Microsoft Azure, click [here](#).

Customers that wish to request additional language support are advised to contact an AudioCodes representative. The request will be forwarded and supported by the AudioCodes Voca team.

2 Version 9.1

This section describes Version 9.1.

What's new in Version 9.1

This version includes the following new feature:

General

■ Centralized Call Queuing

Voca now supports Call Queuing capabilities, providing hybrid voice environments the ability to centralize Call Queue management from one single IVR solution, across any multi-platform or multi-vendor PBX scenario.













The ability to centralize Call Queues is especially useful for enterprises during their transitional UC migration period – allowing organizations to have users from multiple environments in the same Voca Call Queue, no matter where these users are within the voice ecosystem.

With this new major capability, administrators can configure multiple response groups with queuing and overflow capabilities and assign different member types to this group such as PSTN numbers, Teams Direct routing users and any other PBX internal extension.

The new Call Queuing capability also comes with a new set of IVR reports, providing information on routing decisions made via queues.

With call queuing, organizations can maintain caller engagement on wait, minimize caller wait time, provide fair call distribution across agents and reduce the call abandonment rate by overflowing the call to backup destinations.

Edit Call Queue

Name*	<input type="text" value="Help Desk"/>
Description	<input type="text" value="Help Desk service"/>
Greeting	<input type="text" value="Welcome to Help Desk"/>
Music on Hold	<input type="text" value="Help Desk MOH"/>
Queue Members*	<input type="text" value="4001"/>  <input type="text" value="4002"/>  <input type="text" value="9723546545"/>  <input type="text" value="9723465428"/> 
Routing Type	<input type="text" value="Round Robin"/>
No Answer Timeout (Sec.)	<input type="text" value="12"/>
Maximum Calls in Queue	<input type="text" value="2"/>
When the maximum number of calls is reached	
Action 1	<input type="text" value="Play prompt"/> 
Data	<input type="text" value="Welcome to Help Desk"/> 
Action 2	<input type="text" value="Go to menu"/> 
Data	<input type="text" value="Default Speech Menu"/> 
Maximum Wait Time (Min.)	<input type="text" value="3"/>
When the maximum wait time is reached	
Action 1	<input type="text" value="Play prompt"/> 
Data	<input type="text" value="Welcome to Help Desk"/> 
Action 2	<input type="text" value="Go to menu"/> 
Data	<input type="text" value="Default Speech Menu"/> 

[Save Changes](#)

Resolved Constraint in Version 9.1

The following constraint has now been resolved.

Incident	Constraints	Comments
VOCAVB-2584	Voca installation using the Service user.	Resolved the problem where customers needed to install Voca with an organizational Security user and not with a Local user during the installation.

This page is intentionally left blank.

International Headquarters

1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

200 Cottontail Lane
Suite A101E
Somerset NJ 08873
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com/>

Documentation Feedback: <https://online.audiocodes.com/documentation-feedback>

©2021 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP, 3GX, VocaNom, AudioCodes One Voice, AudioCodes Meeting Insights, AudioCodes Room Experience and CloudBond are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: LTRT-29019

